



Business Unit	Customer Solutions
Job Title	CustomCare Customer Relationship Executive
Location	America

WE ARE CDE.

HERE TO CREATE OUR BEST WORLD, A TON AT A TIME.

Sand is a finite resource, and it's running out. Today, population growth and the pace of progress means the world is devouring sand like never before – 50 billion tonnes a year globally. This demand is unsustainable. Together with our customers we have already diverted over 100 million tonnes of waste material from landfill and put it back into the materials market for use in construction; protecting sand & aggregates in areas where natural material reserves are in decline and enabling production to happen closer to markets. We are minimizing environmental impact and laying the foundations for the circular economy.

At CDE we work across the natural processing and waste recycling sectors, in five regions, to pioneer industry-leading, world-changing engineering solutions. Our headquarters are in Northern Ireland, and we have offices in the USA, Australia, Austria, and Brazil. For over 30 years we have relentlessly innovated and co-created wet processing solutions – completing over 2,000 global projects – and we're only getting started. Our purpose is to create our best world, a ton at a time; empowering our customers to transform their materials into valuable resources for the betterment of people, planet, and their bottom lines.

Discover more about life at CDE www.cdegroupp.com

Job Purpose

The Customer Relationship Executive is responsible for managing and growing customer relationships, delivering proactive aftercare support, and identifying opportunities that add value for both the customer and the business.

Responsibilities

- Always ensure full compliance with CDEs and our customers' health & safety requirements within the region, ensuring you and those you work alongside get 'Home Safe Every Day'.
- Ensure alignment with CDE's values and compliance with our continuous improvement culture - 'Do It Right'.
- Act as the Single Point of Contact (SPOC) for multiple customers (as defined within the CRE territory), preferred partners, and to be the go-to person both internally and externally, acting as the conduit between CDE and our customers.



- 50%-75% physical site presence will be required. The CRE will be responsible for creating their own schedules, in line with the regional CustomCare strategy, ensuring all customers receive the number of desired visits during each period. Adherence to the schedule will be monitored and discussed throughout the year with the regional team.
- Own the customer satisfaction score for their territory. The CRE will be responsible for creating and driving an action plan post any customer surveys, with the aim of improving the overall score where required.
- It will be the responsibility of the CRE to re-engage with CDE customers who are deemed inactive. Where necessary, an action plan will be created and implemented to get the customer(s) active again with CDE. Likewise, it will also be the responsibility of the CRE to maintain all active customers.
- Communication will be key! Regular, prompt and constant internal/external communication to ensure all stakeholders are informed of progress, any issues and ensure all parties are aware of their requirements.
- Collaborate internally with the CustomCare functional managers to ensure all customer requirements are met, such as parts, service and out-of-scope project solutions.
- Provide customer feedback to internal colleagues and stakeholders. Feedback is to be open, honest and constructive with the aim of providing sufficient detail for driving improvement or for praise. The CRE will be the eyes and ears on the ground, being exposed to a wide range of intel, so it's essential that this is fed back internally.
- Develop a deep understanding of each customer's business, including their operations, equipment, throughput, and operating environment, to provide informed and value-adding support
- Naturally listens for and understands any Capital Sales opportunities, where the CRE communicates these to the Business Development team.
- Responsible for the On-Boarding process of new customers/projects into the defined territory, which will include the management of IFS milestones and the offering of a tailored service plan.
- Manage regular, clear, and proactive communication with customers and internal stakeholders, keeping all parties informed of progress, issues, and required actions
- The CRE will proactively seek new leads and follow up with any enquires within their territory that may not be directly related to CDE's core business but may lead to a commercial opportunity.
- Fully embrace the use of CDE's enterprise resource planning system, and ensure all requirements are actioned promptly.
- Ensure accurate and timely use of CRM / ERP systems, maintaining up-to-date customer records, actions, milestones, and communications

NB. this job description is not exhaustive as other duties may be required to fulfil the requirements of the role.

Skills, Knowledge, Attributes and Experience, the successful candidate will:

<i>Criteria</i>	<i>Essential</i>	<i>Desirable</i>
Qualification/ Attainments	• Completion of High School Diploma or equivalent.	• Engineering degree • Chartered engineer • MSHA
Relevant Experience	• Relevant experience of working in the Quarry/Environmental Industry. • Relevant service experience. • Basic H & S qualification for site works. • Experience working with customers, identifying needs, problems and offering solutions.	• Experience of CDE equipment and materials processing. • Has experience of Project Management • Fully conversant with all Health and Safety regulations • MEWPS training • Strong understanding of aggregate washing processes.
Special Aptitudes	• Demonstrable commercial awareness • Good planning and organizing skills • Effective communicator- both verbally and through reports • Excellent interpersonal skills	
Circumstances	• Clean current driving license • Fit and capable to lift articles and work at heights • Willing to undertake extensive daily travel (50%-75% physical site presence)	